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<b>CERTIFICATE OF MAILING BY "EXPRESS MAIL" (37 CFR 1.10)</b>	<b>Docket No.</b> 01-172
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Owner(s): Kannan Srinivasan and Michael I. Shamos0

<b>Serial No.</b> 09/804,728	<b>Filing Date</b> 3/13/2001	<b>Patent No.</b> UNASSIGNED	<b>Issue Date</b> UNASSIGNED
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**METHOD AND APPARATUS FOR INTERNET CUSTOMER RETENTION****RECEIVED**

DEC 14 2001

Technology Center 2100

I hereby certify that the following documents:

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**EXPRESS MAIL LABEL NO.: EL857781924US**

Dated: November 13, 2001

Tracy J. Dillinger

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